

# Cisco Shared Support - Latam

## Key program characteristics

Cisco® Shared Support	
• Annuity-based contracts	
• Full entitlement – 1 <sup>st</sup> year	
• Selective renewal – 2 <sup>nd</sup> year & ongoing	
• Parts Delivery to partner or customer	
• Multiple service options (where available): SDS, 8x5xNBD, 8x5x4, 24x7x4	
Priced off the 'Global Price List – Latin America'	
Discount is driven by partner performance	
Performance Metrics:	
• Conversion Rate	• Service Request Volume
• Renewal Rate	• RMA Volume
	• Post-Sales Support Customer Satisfaction

# Framework Deliverables

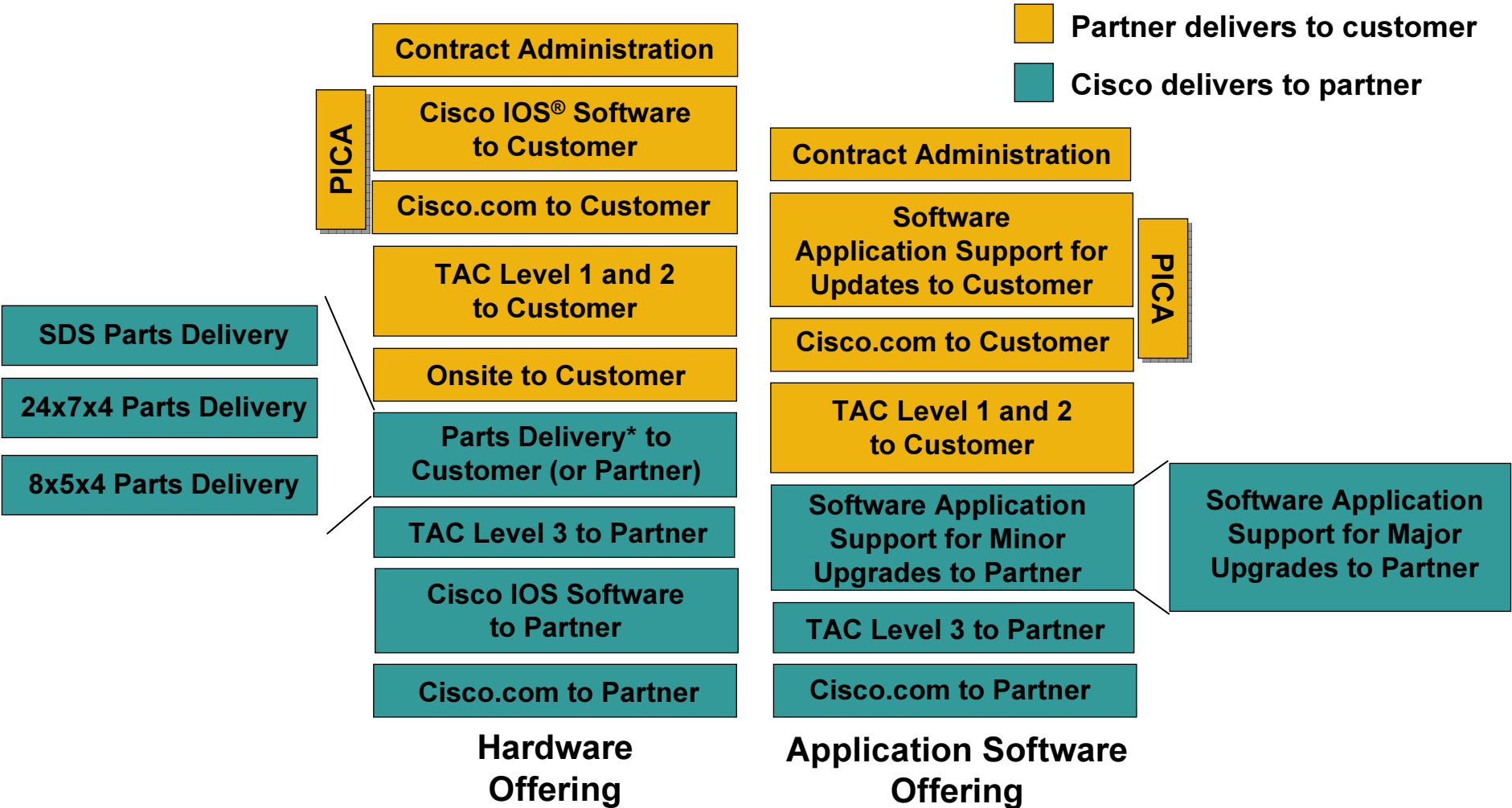
Deliverable	Cisco Shared Support	Cisco Brand Resale
Service sales	Partner provides to customer	Partner provides to customer
Contract administration	Partner provides to customer	Partner provides to customer
Contract renewals and upgrades	Partner provides to customer	Partner provides to customer
TAC Level I and II support	Partner provides to customer	Cisco provides to customer
TAC Level III support	Cisco provides to partner	Cisco provides to customer
Cisco.com	Cisco provides to partner, partner administers to customer	Cisco provides to customer
Cisco IOS® Software maintenance, minor, and major releases	Cisco provides to partner, partner administers to customer	Cisco provides to customer
Software Application Support (two options): <ul style="list-style-type: none"> <li>•Standard offering: Software Application Support— maintenance and minor releases</li> <li>•Higher value option: Software Application Support plus Upgrades— maintenance, minor, and major releases</li> </ul>	Cisco provides to partner, partner administers to customer	Cisco provides to customer
Parts delivery options: <ul style="list-style-type: none"> <li>•Standard offering: Same Day Ship, Next Business Day where available</li> <li>•Higher-Value Options: 8x5x4, 24x7x4, 24x7x2 where available</li> </ul>	Cisco provides to partner or customer as indicated by partner at time of purchase	Cisco provides to customer
Onsite hardware replacement*	Partner provides to customer**	Cisco provides to customer***

\*Parts shipment is either delivered by Cisco to the partner's depot or by Cisco to the customer directly.

\*\*Partner can outsource Onsite Services and use Cisco Onsite Services (where available) in case emergency occurs. Partner would have to pay Time and Materials if partner leverages Cisco Onsite Services.

\*\*\*Where available.

# Cisco Shared Support Deliverables



\*Partner determines service delivery level for shipment to customer (same day ship; higher level options where available)

# Cisco Brand Resale for TSS Deliverables

Cisco.com

Local Language Support*		Local Language Support*	Local Language Support*
Contract Management		Contract Management	Contract Management
TAC Level 1, 2, 3 to Customer		TAC Level 1, 2, 3 to Customer	TAC Level 1, 2, 3 to Customer
Onsite to Customer		TAC Level 1, 2, 3 to Customer	Software Application Upgrades
Parts Delivery**		Software Updates, Maintenance and Minor Releases	Software Updates, Maintenance, Minor, and Major Releases
Cisco IOS® Software to Customer	24x7x4 Parts Delivery***	Cisco.com to Customer	Cisco.com to Customer
Cisco.com to Customer	8x5x4 Parts Delivery***	Cisco.com to Customer	Cisco.com to Customer
<b>SMARTnet® and SMARTnet Onsite</b>	<b>SMARTnet and SMARTnet Onsite Upsell Options</b>	<b>Software Application Support (SAS)</b>	<b>Software Application Support with Upgrades (SASU)</b>

\* Local Language Support pilot in progress

\*\*Same day or next day, where available

\*\*\*Where available

- Partner Performed (Cisco Brand Resale Value Add)
- Partner Performed
- Cisco® Delivered

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